



Complaint Resolution Procedure

We want you to be satisfied with IPAS's services. If you are not satisfied, you may file a complaint.

You have the right to complain if you are:

- dissatisfied with how IPAS works, including your access to IPAS's services;
- dissatisfied with how IPAS handled your case; or
- if you feel that IPAS has not done what IPAS is supposed to do.

If you are unable to fully follow the complaint procedures described below due to a disability, please contact the IPAS Executive Director regarding any accommodations that you might need.

Step 1. Submit your complaint to the IPAS Executive Director

All complaints must be in writing and must include the following information:

- Name
- Address
- Telephone number
- Information explaining your complaint

The complaint must be sent to IPAS within 30 days of IPAS's notice to you of its action. The Executive Director will investigate and respond to your complaint. You will receive a written response within 30 days of IPAS's receipt of your complaint.

Send your complaint to:

INDIANA PROTECTION AND ADVOCACY SERVICES

ATTN: EXECUTIVE DIRECTOR

4701 N KEYSTONE AVE # 222

INDIANAPOLIS, IN 46205

email complaints to:

DawAdams@ipas.IN.gov

Step 2. Submit your complaint to the IPAS Commission Chairperson

If you are not satisfied with the Executive Director's response, you have a right to submit your complaint to the IPAS Commission Chair. Instructions for filing an appeal to the Executive Director's decision will be included in the response from the IPAS Executive Director.

- The IPAS Commission Chair will investigate your complaint, and within 30 days of receipt of your complaint will respond in writing with a determination that either upholds the Executive Director's decision, or orders IPAS to take additional action regarding your complaint.
- You must first follow the procedures described above in Step 1 before your complaint will be considered by the Commission Chairperson.